

Unlock My Account

(Updated 5/04/18)

- At the login screen, click **Need Help?**

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Kentucky One Stop BUSINESS PORTAL

Kentucky Business One Stop Portal is the gateway to many Commonwealth Services. For a complete list of services, please see our [FAQs](#).

Note: If you own more than one business or use more than one of the services, you do not need to create a user account for each business and/or service. Your Kentucky Business One Stop user account will work for all of them.

For additional information, refer to these User Guides: [One Stop Overview](#) and [One Stop Security](#)

Username
Password
Sign in

If you do not have a user account, [Click here to create one.](#)

Need Help?

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- At the next screen, click **Unlock Account.**

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Search

Kentucky One Stop Security Information Management System (SIMS) User Guide Login

Account Self-Service

- Forgot Username
Complete the form to retrieve your Username. >
- Reset Password
Request Security Code. >
- Unlock Account
Request Security Code. >
- Login
Login to see more options >

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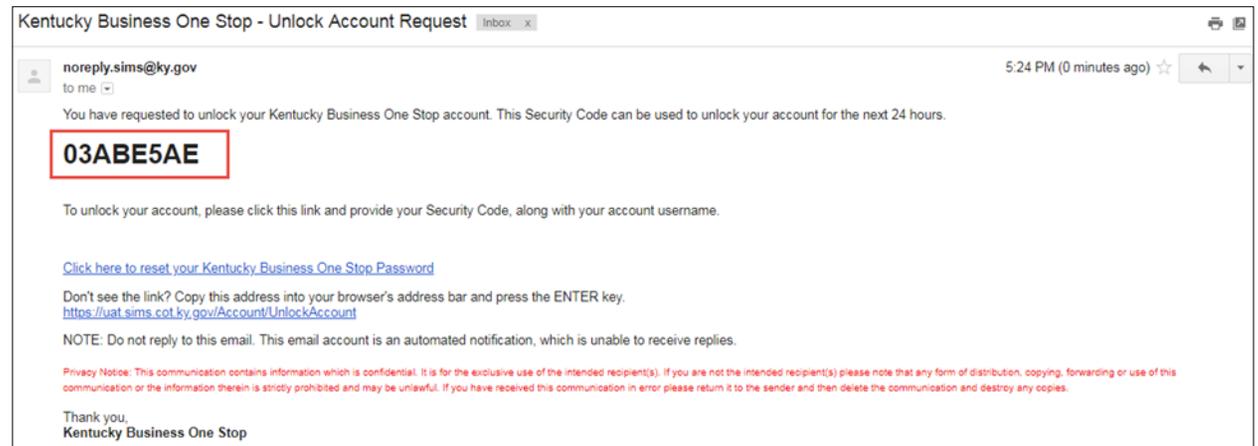
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To unlock your account you will:

- Enter your Username.
- Select “My Email” from the drop down menu.
- Enter the appropriate email address.
- Verify that you are not a robot by checking the box next to “I’m not a robot.”
- Select **Request Security Code**.

The screenshot shows the 'Account Self-Service' page in the SIMS system. The main heading is 'Unlock Account : Request Security Code'. There are four input fields: 'Username*' with 'JohnDoe123', 'Send Code To*' with a dropdown menu set to 'My Email', and 'Email Address' with 'NewServiceBill@gmail.com'. A CAPTCHA section is visible with a checked box for 'I'm not a robot'. At the bottom right, there are four buttons: '< Back', 'Clear Form', 'Request Security Code' (circled in red), and 'Already Have A Code? Click'. Red arrows point to the Username, Send Code To, Email Address, and CAPTCHA fields.

- You will receive a Security Code in an email. You will use this code to unlock your account.
- Follow the instructions in the email.



- Type in your Username, the Security Code (sent to email), and verify you are not a robot by checking the box next to “I’m not a robot.”
- Click **Unlock Account**.

Security Information Management System (SIMS)

Account Self-Service

Unlock Account

Username*
JohnDoe123

Security Code*
03ABE5AE

CAPTCHA
 I'm not a robot

< Back Clear Form Unlock Account

- You will then receive a message that your account has been unlocked and that you can now log in.

Security Information Management System (SIMS)

Account Self-Service

Your Kentucky Business One Stop user account has been unlocked. You may now attempt to log into your account by either clicking the Login link, or going back to the original system you were trying to access.

- Forgot Username
Complete the form to retrieve your Username.
- Reset Password
Request Security Code.
- Unlock Account
Request Security Code.
- Login
Login to see more options

If you are still experiencing issues with logging into your account, please contact the help desk at (502) 782-8930 or email KYBOS.Support@KY.gov.

Please note: DOR employees cannot supply Usernames or reset passwords.